

# Departmental Quarterly Performance Report

## MIAMI-DADE FIRE RESCUE

Reporting Period: FY 2002-2003 2<sup>nd</sup> Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 12
III. Financial Performance	Page 13
IV. Department Director Review	Page 14

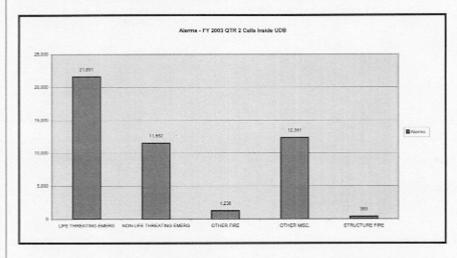
#### MAJOR PERFORMANCE INITIATVES

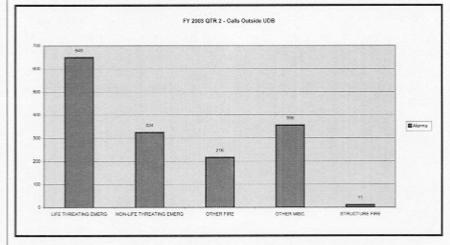
Describe Key Initiatives and Status

Check all that apply

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

- The average response time to life threatening calls inside the Urban Development Boundary (UDB) for this fiscal quarter was 7.98 minutes.
- The average response time to life-threatening calls outside the UDB for this fiscal quarter was 13.25 minutes.
- The average response time to structure fire calls inside the UDB for this fiscal quarter was 6.93 minutes.
- The average response time to structure fire calls outside the UDB for this fiscal quarter was 10.66 minutes.





PS-1 Strategic Plan
PS-1 Business Plan
Budgeted Priorities
Customer Service
Workforce Dev.
ECC Project
Audit Response
Other

(Describe)

4/7/03 Page 2 of 14

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	PS-1 Strategic Plan PS-1 Business Plan
Objective: Reduce the average dispatch time for Charlie and Delta for all	Budgeted Priorities
dispatchers to less than one minute after receipt from 9-1-1.	Customer Service
uisputchers to tess than one minute after receipt from > 1 x	Workforce Dev.
Dispatch times for Charlie and Delta calls averaged 50.3 seconds for the	ECC Project
quarter. Of 42 dispatchers, 13 (31%) dispatched calls under 45 seconds, 12	Audit Response
(29%) dispatched under 50 seconds, 10 (23%) dispatched between 50 and	Other
55 seconds, and 7 (17%) dispatched between 55 and 60 seconds.	(Describe)
55 Seconds, and 7 (1770) disputelled ectivities of many	
Y .1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
• In the second quarter all dispatchers averaged under 60-seconds. This	
reduction in time can be attributed to the Quality Improvement Program.	
Our current goal is to dispatch all calls under 55 seconds, then decrease the	
average time to 50 seconds or less by the end of next year with an ultimate	
goal of 45 seconds.	
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County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	PS-4 Strategic Plan
County Mgi. 11101ty (Chele One). People Berrice Technology 1 Bear Responsionly	PS-4 Business Plan
Ott of T of the standard and the standar	
Objective: Improve the ratio of property value protected versus dollars of	Budgeted Priorities
fire loss by 4% during the fiscal year.	Customer Service
	Workforce Dev.
Review of the International Association of Arson Investigators/United	ECC Project
States Fire Administration (IAAI/USFA) Abandoned Building "Tool Box"	Audit Response
program has been completed. The Fire Prevention Division is currently	Other
developing a trial format for subsequent review by Operations personnel.	(Describe)
	DC / C D/
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	<u>PS-4</u> Strategic Plan
	PS-4 Business Plan
Objective: Reduce motorized vehicle fire incidents by 20% per capita over	Budgeted Priorities
the next five years.	Customer Service
	ECC Project
The owner's report, part of the motorized vehicle ownership and fire loss	Workforce Dev.
report, for investigative and insurance purposes is in the final review stage.	
	Audit Response
The possibility of including the form with the Fire/Property Record that	Other
will be scanned by MDFR Central Records is being examined.	(Describe)

4/7/03 Page 3 of 14

<ul> <li>County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility</li> <li>Objective: Reduce the per capita morbidity and mortality rates caused by fire by 6% over the next three years.</li> <li>The Community Affairs Bureau distributed and installed 39 smoke detectors this quarter.</li> <li>Objective: Reduce the per capita rate of morbidity and mortality from unintentional causes (excluding fire and automobile) by 5% over the next three years.</li> <li>During this quarter, the Community Affairs Bureau conducted eleven presentations on the "Remembering When" senior citizen fire and fall prevention educational program to 210 senior citizens.</li> </ul>	PS-4 Strategic Plan PS-4 Business Plan Budgeted Priorities Customer Service ECC Project Workforce Dev. Audit Response Other (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	PS-1 Strategic Plan PS-1 Business Plan
Objective: Improve the survivability rate of cardiac patients that meet criteria for thrombolitic use by 20% over the next three years.	Budgeted Priorities Customer Service ECC Project
<ul> <li>During the second quarter of fiscal year 2002-2003, one (1) additional Advanced Life Support (ALS) rescue unit was placed into service and supplied with the retavase medication.</li> </ul>	Workforce Dev. Audit Response Other (Describe)
<ul> <li>During the second quarter of fiscal year 2002-2003, the EMS Division trained an additional 84 paramedics on the diagnosis for and application of retavase to patients meeting thrombolitic criteria.</li> </ul>	
<ul> <li>The EMS Division received grant approval for 13 Automatic External Defribrillators (AED's) to be placed into service in Battalion Chiefs' vehicles, and is in the process of purchasing the equipment.</li> </ul>	

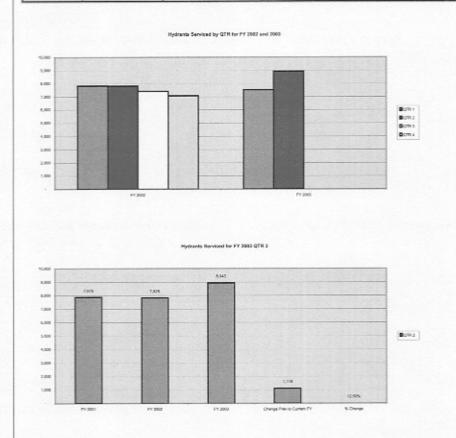
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

Objective: Have at least 98% of all fire hydrants fully functional for fire fighting use at any given time.

 A total of 8,943 hydrants were serviced during this quarter. This is a 12.5% increase in the number of hydrants maintained during the same period in fiscal year 2001-2002.

Summary of Hydrants Serviced

				Existing Hydrants	32,000
				Hydrants Serviced	8,943
	FY 2001	FY 2002	FY 2003	Change Prev to Current FY	% Change
QTR 1	7,363	7,840	7,518	(322)	-4.28%
QTR 2	7,878	7,825	8,943	1,118	12.50%
QTR 3	7,849	7,415			
QTR 4	7,033	7,076			
YTD	30,123	30,156	16,461		



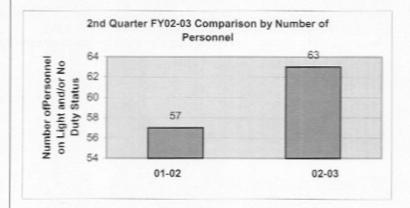
PS-1 Strategic Plan
PS-1 Business Plan
Budgeted Priorities
Customer Service
Workforce Dev.
330L ECC Project
Audit Response
Other
(Describe)

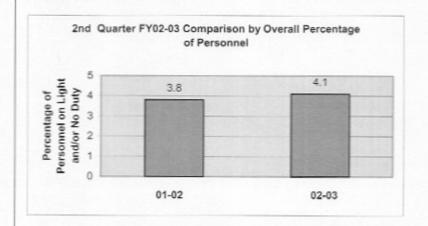
Page 5 of 14

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

## Objective: Reduce light duty and off duty work time by 5% for the fiscal year.

 Approximate .3% increase in average overall percentage of personnel on light and/or no duty status during for the first two quarters of fiscal year 2002-2003.





PS-3 Strategic Plan
PS-3 Business Plan
Budgeted Priorities
Customer Service
Workforce Dev.
ECC Project
Audit Response
Other
(Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

## Objective: Reduce the number of vehicle accidents by 4% through training and education.

The Training Division is developing a comprehensive driver certification program. The development of the program is 75% complete, and under review by the Division's training specialist.

PS-3 Strategic Plan
PS-3 Business Plan
Budgeted Priorities

\_\_ Customer Service \_\_ Workforce Dev.

\_\_ECC Project \_\_Audit Response

Other\_\_\_\_\_\_(Describe)

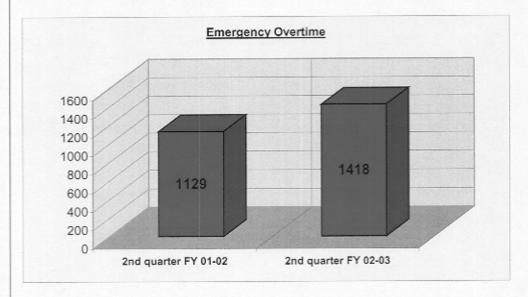
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  Objective: Reduce the number of emergency repair calls by 10%.  • During this quarter the Facilities Maintenance Bureau responded to 279 emergency repair calls as compared to 557 calls during the same period of the prior year. This represents a 49.9% decrease in the number of emergency repair calls responded to.  Emergency Calls  Output  During this quarter the Facilities Maintenance Bureau responded to 279 emergency repair calls as compared to 557 calls during the same period of the prior year. This represents a 49.9% decrease in the number of emergency repair calls responded to.	PS-1 Strategic Plan PS-1 Business Plan Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  Objective: Retrofit 80% of departmental facilities to fully comply with all applicable County codes and regulations by 2004.  • During this quarter, the Facilities & Maintenance Division retrofitted 8 stations as compared to 5 stations during the same period of the prior year. This represents a 29.6% increase in the number of stations retrofitted.	PS-1 Strategic Plan PS-1 Business Plan Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  Objective: Create a web page that includes inspection guide sheets, inspection requests and complaint requests.  • Updating of all occupancy inspection guide sheets by the Fire Prevention Division is 75% completed.	PS-4 Strategic Plan PS-4 Business Plan Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)

4/7/03 Page 7 of 14

Fiscal Responsibility County Mgr. Priority (Circle One): People Service Technology

Objective: Reduce emergency overtime for Facilities Maintenance Bureau personnel by 5%.

The Facilities Maintenance Bureau worked 1,418 overtime hours this quarter as compared to 1,129 overtime hours during the same period of the prior year. This represents an increase of 33% in overtime hours worked. The Bureau is currently investigating the cause of this increase.



PS-3 Strategic Plan PS-3 Business Plan **Budgeted Priorities** Customer Service Workforce Dev. \_\_ECC Project Audit Response Other (Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

Objective: Reduce the number of fire inspection forms completed incorrectly due to human error by 20%.

 Reports returned for illegibility and incorrect information increased 29% over the same period for the prior fiscal year. Annual re-districting and addition of nine (9) new inspectors in January accounted for the increase. A decrease in anticipated after new inspectors are trained and Mobile Data Units (discussed below) are implemented.

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

## Objective: Increase life safety permit fees issued by 6% for the fiscal year.

 During the second quarter of fiscal year 2002-2003 For the 2<sup>nd</sup> Quarter of FY 02-03, life safety permit fees billed were \$1,020,414 as compared to \$900,881 for the same quarter FY 01-02. This represents a 13% increase in permit fees issued.

PS-3 Strategic Plan PS-3 Business Plan

**Budgeted Priorities** 

Customer Service

Workforce Dev.

ECC Project Audit Response

Other

(Describe)

PS-3 Strategic Plan PS-3 Business Plan

**Budgeted Priorities** 

Customer Service

Workforce Dev. ECC Project

Audit Response Other

(Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	PS-4 Strategic Plan PS-4 Business Plan
Objective: By the end of fiscal year 2002-2003, each shift of every fire	Budgeted Priorities
Objective: By the end of fiscal year 2002-2005, each shift of every fire	
station will be actively participating in at least three community programs or	Customer Service
events per year.	Workforce Dev.
The state of the s	ECC Project
All of the Department's 94 response units have participated in more than	Audit Response
two community events this quarter.	Other
the terminal of the terminal o	(Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
County Wigh Thority (Chele One). People Service Teaming) Them trop on the County Wight Thority (Chele One).	
	Business Plan
Wellness Center & Workers Compensation Clinic	Budgeted Priorities
The Wellness Center was unable to provide annual physicals due to the	Customer Service
transition to a new medical provider, however pre-employment physicals	Workforce Dev.
are being provided. Workers Compensation treatment is being	34L ECC Project
administered by the Center.	Audit Response
	Other
	(Describe)
C . M D: : (C 1 O ) D 1 C . T . I D	
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
	Business Plan
Tele-Staffing	Budgeted Priorities
Last quarter, Telestaff was installed on all battalion and executive staff	_ Customer Service
computers. Battalion chiefs have been trained on how to utilize the	Workforce Dev.
product. During this quarter, the Locator Roster and four-week work	765H ECC Project
rosters have been implemented. Automated hiring will be implemented	Audit Response
with Telestaff version 2.0, expected to be released in June.	Other
with relestan version 2.0, expected to be released in June.	Other_ (Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
	Business Plan
Oracle Records Management	Budgeted Priorities
• The Oracle Financials project is under way. The Purchasing Interface to	Customer Service
ADPICS is under development, while the General Ledger (GL) and	
	_ Workforce Dev.
Accounts Payable (AP) interface have to be negotiated with County	640H ECC Project
Departments.	Audit Response
	Other
	(Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	
County Mgr. Friority (Chele One). Teople Service Technology Fiscal Responsibility	Strategic Plan
	Business Plan
Technology changes to improve response time	Budgeted Priorities
This is a multi-year initiative requiring total modification and upgrade of	X Customer Service
existing dispatch and radio equipment. Systems engineers are in the	Workforce Dev.
process of redeveloping computer aided dispatch equipment.	
process of redeveloping computer aided dispaton equipment.	372H ECC Project
	Audit Response
MDFR Tactical Communications Bureau is in the process of Beta Testing	Other
the Motorola XTS 5000 handheld, which will replace the Saber handheld	(Describe)
now in service. Testing should be completed by May. Approval has been	
given to purchase new radios.	

Page 9 of 14

	Inty Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  Indidate Physical Agility Test (CPAT) Orientation  Approximately 2,050 (50%) of eligible candidates participated in the CPAT Orientation program conducted between from December. 18, 2002 through February 25, 2003. The program proved successful in improving female passing rates.	Strategic Plan Business Plan Budgeted Priorities Customer Service Workforce Dev. 605H ECC Project Audit Response Other
		(Describe)
_	anty Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
•	Bids for the construction of Hialeah Gardens Station 28, located at 10350 NW 87 Ave., were received at the end of February. MDFR Facilities & Construction Division is in the process of pulling permits.	Strategic Fian Business Planx Budgeted Prioritiesx Customer Service Workforce Dev.
	Bids for the construction of West Miami Station 40, located at 901 SW 62 Ave., are in abeyance pending approval by the State of Florida for waiver of ADA accommodations.	ECC ProjectAudit ResponseOther (Describe)
Con	unty Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
•	A suppression unit was added to Westchester Fire Rescue Station 47, located at 9361 SW 24 Street, in the first quarter. This unit was operational in the first quarter of FY 2002-03.	Business Plan Business Plan Budgeted Priorities Customer Service Workforce Dev ECC Project
•	West Kendall Station 57, located at 8501 SW 127 Avenue, is completed and scheduled for June 6, 2003 occupancy.	Audit Response Other (Describe)
Cot	unty Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan
•	Evaluation/Section Committee in progress for the selection of the design/build firm for the Uleta Fire Rescue Station 32, located at 16899 NE 3 <sup>rd</sup> Court.  Consultant is finalizing the design criteria for the construction of East Kendall Fire Rescue Station 13/Logistical Services Division Complex, located at 6000 SW 87 Ave.	Business Plan  x Budgeted Priorities  x_Customer Service  Workforce Dev.  ECC Project  Audit Response  Other  (Describe)
	located at 0000 SW 67 Ave.	
Th ass Th	unty Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  the Department's Performance Improvement Section is in the process of resessing the methodology used to develop the Department's business plan. The business plan will serve as the foundation for the Department's budget and attegic plan.	Strategic Plan Business Plan Budgeted Prioritiesx_ Customer Service Workforce Dev ECC Project Audit Response Other (Describe)

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  MDFR Information Technology is coordinating ongoing discussions continue	Strategic Plan Business Plan Budgeted Priorities
with other county agencies and contracted vendors towards full implementation of an acceptable CAD (Computer Aided Dispatch) plans review program.	_x_Customer Service _ Workforce Dev ECC Project _ Audit Response _ Other(Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility	Strategic Plan Business Plan
MDFR Tactical Communications Bureau is in the process of Beta Testing the Motorola XTS 5000 handheld, which will replace the Saber handheld now in service. Testing should be completed by May. Approval has been given to purchase new radios.  MDFR Tactical Communications Bureau hazar 24/7 reneirs of the	Budgeted Priorities _x_ Customer Service _ Workforce Dev ECC Project _ Audit Response
<ul> <li>MDFR Tactical Communications Bureau began 24/7 repairs of the Operations fleet's radios. When a radio or emergency lighting failure is reported to the Fire Alarm Office, T-Comm responds to make the repair instead of ITD.</li> </ul>	Other(Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  There are twelve (12) budgeted positions for 9-1-1 dispatchers. Four (4) positions were hired during the quarter and the remaining eight (8) will be hired by fiscal year.	Strategic PlanBusiness Plan _x Budgeted Priorities _ Customer Service _ Workforce Dev ECC Project _ Audit Response _ Other(Describe)
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility  The Facilities Maintenance Division is working with the Consultant on finalizing design criteria and developing construction cost estimates. The Site Review Committee approved the proposed conceptual drawings. Community Council and public meetings held in June were all positive, giving support to the project.	Strategic Plan Business Planx Budgeted Priorities Customer Servicex_ Workforce Dev ECC Project Audit Response Other
	(Describe)

4/7/03 Page 11 of 14

## PERSONNEL SUMMARY

#### A. Filled/Vacancy Report

NUMBER OF	Filled as of	Current	Actua	Numb	er of Fil	led and each q		position	s at the	end of
FULL-TIME	September 30	Year Budget		rter 1		rter 2	Quarter 3		Quarter 4	
POSITIONS*	of Prior Year		Filled	Vacant	Filled**	Vacant	Filled	Vacant	Filled	Vacant
Swom	1,459	1,503	1,480	22	1,456	46				
Non-swom	290	353	307	47	330	45				
Total	1,749	1,856	1,787	69	1,786	91				

#### Notes:

#### B. Key Vacancies

Firefighter classification

#### C. Turnover Issues

Limited promotional opportunities for non-sworn personnel.

## D. Skill/Hiring Issues

- Discretionary hiring impacts the filling of vacant non-sworn positions.
- · Planning for classes affected by DROP, attrition and growth
- · Hiring prior to need requires additional funding and temporary overages.

## E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department)

Part-time: 4
 Temporary Agency Staff: 43

#### F. Other Issues

4/7/03 Page 12 of 14

<sup>\*\*</sup> Shop 2 (21 positions) transferred from GSA to MDFR effective 1-6-03.

## FINANCIAL SUMMARY -

		Prior Year	FY 2002-03																				
			T	otal Annual		2nd Quarter					% of												
		Actual		Actual		Actual		Actual		Actual		Budget		Budget		Actual		Budget		Actual	s	Variance	Annual Budget
Revenues																							
Taxes	s	169,044	\$	175,586	s	43,897	s	40,251	\$	87,793	\$	154,790	S	(20,796)	88.16%								
Charges for Services	s	24,150	s	22,461	\$	5,615	s	2,097	s	11,231	\$	4,333	S	(18,128)	19.29%								
Carryover	s	7,481	s	9,244	s		s	-	\$	4,622	s	7,481	s	(1,763)	80.93%								
Other	s	3,688	s	5,803	s	1,451	s	(301)	s	2,902	\$	950	\$	(4,853)	16.37%								
Total	s	204,363	s	213,094	s	50,963	s	42,047	s	106,547	s	167,554	\$	(45,540)	78.63%								
Expenditures																							
Personnel	s	167,100	\$	173,725	s	43,431	s	43,935	s	86,863	S	85,733	\$	(87,992)	49.35%								
Other Operating	s	28,089	s	34,328	s	8,582	s	5,256	s	17,164	s	8,140	s	(26,188)	23.71%								
Capital	s	2,110	\$	5,041	s	1,260	s	792	s	2,521	s	1,489	s	(3,552)	29.54%								
Total	s	197,299	8	213,094	s	53,274	s	49,983	s	106,547	s	95,362	S(I	117,732)	44.75%								

#### Equity in pooled cash (for proprietary funds only)

Fund Type: SF	P	rior Year		Projected at Year End as of										
Fund 011		Year End		Quarter 1		Quarter 2	Quarter 3		Quar	ter 4				
Subfund														
111 Fire & Rescue Combined Operations	S	15,313	s	22,401	s	21,292								
112 Trauma Helicopter	S	(723)	\$	(1,800)	s	(601)								
113 Trauma and Emergency Mgt. Grants	S	9	s	-	s	-								
FEMA Grant	S	150	\$		S	-								
Total	s	14,749		20,601	s	20,691	s		•					

#### Comments:

This report does not include the following:

Fund 011 Subfund 114 DIC

Fund xxx Impact Fees

Fund 011 Subfund 116 HazMat

General Fund portion of Air Rescue \$5,714k

General Fund portion of Emergency Mgt. \$787k

4/7/03 Page 13 of 14

#### STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

At the present time, there are no known impediments to meeting Miami-Dade Fire Rescue's budget.

## DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Acting Fire Chief

Date 5/20/03